

## **SET UP YOUR VOICEMAIL:**

1. Press **VMSG** key
2. Enter default security code: 9155 then follow prompts
  - First you will have to record your name for the company directory
  - It will ask you to spell the first three letters of your name
  - It will ask you if you would like to be listed in the company directory
  - You will then have to record your greeting (Press \* when done recording)
  - Next you will be asked to enter in a new security code (must be 4-10 digits long)

\*\*\*When you have *Finished* setting up your mailbox, the voicemail will say “if you are satisfied with these options press 1”, if you *do not* press 1, then it will erase everything you have just done in the voicemail and you will have to start over.

## **LISTEN TO VOICEMAIL USING THE DIAL PAD**

Press **VMSG** key and enter security code

To Review: New Messages Press **4**

Leave Message Press **5**

Review old Messages Press **6**

Set up Options Press **7**

Systems Manager Options Press **0**

### **While Listening to a Message**

Reply Press **34**

Check Next Press **35**

Delete Press **36**

Archive (Save) Press **37**

Time Stamp Press **38**

Redirect Press **39**

Save As New Press **30**

Repeat Message Press **3#**

### **After Listening to a Message**

Reply Press **4**

Check Next Press **5**

Delete Press **6**

Archive (Save) Press **7**

Time Stamp Press **8**

Redirect Press **9**

Save As New Press **0**

Repeat Message Press **#**

\*\* **Remember:** Press 1 for Yes, or 2 for No

## **LISTEN TO VOICEMAIL USING SOFT KEYS:**

1. Press **VMSG** key and enter security code
2. Press **NEW** or **OLD** (circle buttons under display)
3. While listening you can press...

**ARCH** (save)

**DEL** (delete)

**REW** (rewind 5 seconds),

**MORE>** to get more options such as...

**REDIR** (Redirects a message to another mailbox)

## **CHANGE YOUR GREETING:**

1. Press your **VMSG** key, then enter your security code
2. Press **MORE>**, **SETUP**, then **GREET**, then **CURR**
3. Follow prompts (NOTE: Press \* when done recording)

## **SWITCH TO YOUR ALTERNATE GREETING:**

1. Press your **VMSG** key, then enter your security code
2. Press **MORE>**, **SETUP**, then **GREET**, then **SWTCH**
3. Follow prompts (NOTE: Press \* when done recording)

## **CHANGE YOUR RECORDED NAME:**

1. Press your **VMSG** key,
2. Enter your security code
3. Press **MORE>**, **SETUP**, Press **PERS** , Press **MORE>**,
4. Press **RCNAM..** follow prompts (NOTE: Press \* when done recording)

## **CHANGE YOUR SPELLED NAME:**

1. Press your **VMSG** key,
2. Enter your security code
3. Press **MORE>**, **SETUP**, Press **PERS**
4. Press **SPELL...** follow prompts

## **CHANGE YOUR SECURITY CODE:**

1. Press your **VMSG** key,
2. Enter your security code
3. Press **MORE>**, **SETUP**, Press **PERS**
4. Press **CODE...** follow prompts

**\*\* Remember:** Press 1 for Yes, or 2 for No

## SV8000 OFF PREMISE VOICEMAIL USER GUIDE

### TRANSFER A USER INTO VOICEMAIL:

*Employee who answered the phone...*

1. Press **TRANSFER** key,
2. Press **VMSG** key (OR Dial 333 )
3. Hang up (You **DO NOT** have to enter in the employee's extension/mailbox number)

*Employee who called in to check their messages...*

1. Enter 9 followed by your mailbox number
2. Enter your security code and follow prompts

### ACCESS YOUR VOICEMAIL FROM OUTSIDE:

1. Call the main number (or side door or DID *if* applicable)
2. When auto attendant greeting begins:
3. Enter **9 + your local** (ex 105, 128) Enter your security code
4. Press **4 to listen to NEW** messages or **6 for old** messages
5. The system will then tell you "You have \_\_\_ messages, would you like to hear them?"  
**Press 1 for Yes, or 2 for No**
6. **While listening** to a message you can press:

To back up a few seconds Press **#**

To repeat the message Press **##**

To hear a menu of options Press **3**

Check Next Message Press **35**

Delete Message Press **36**

Save Message Press **37**

Time and Date Press **38**

Redirect Message to Another Mailbox Press **39**

Save as New (New Messages only) Press **30**

Repeat Message Again Press **3#**

Exit quickly using a one touch phone Press **\***

### CHANGE YOUR CURRENT GREETING FROM OFF SITE

1. Call the main number. When the Auto Attendant picks up enter 9+ Your Extension
2. Enter your security Code
3. Press **7**
4. Press **4**
5. Press **6** for Standard greeting (or **7** for Alternate)
6. Press **1**
7. Press **\*** when done recording

**\*\* Remember:** Press 1 for Yes, or 2 for No